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United States Senate
WASHINGTON, DC 20510

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November 10, 2010

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The Honorable Julius Genachowski
Chairman
Federal Communications Commission
445 12th Street, SW
Washington, DC 20544

Dear Chairman Genachowski:

I write to you today about the practice of cell phone "cramming." As you know, cell phone cramming takes place when a company adds a phony and often recurring charge to an unsuspecting consumer's cell phone bill. Victims of cramming may have inadvertently signed up to receive a message – such as a horoscope or a joke – without realizing they would be billed each month. Or a victim may simply be an unlucky target of a scam. After a consumer from my state opened an indecipherable text message, the company that sent the message started charging him for a service that he never asked for, much less used. These charges, which may go unnoticed for months, appear to be legitimate and are often hidden in a bill. Once detected, cramming victims often find it difficult to stop the charges and get their money back.

As I have written to you before, wireless consumers are increasingly faced with confusion over wireless charges and uncertainty about their bills. Cell phone cramming and unauthorized third-party charges only add to this confusion. In light of this increasingly prevalent and anti-consumer practice, I urge the FCC to crackdown on cell phone cramming and consider rules that would add transparency and clarity to third party charges that appear on phone bills.

I look forward to working with you on this issue.

Sincerely,



Amy Klobuchar
United States Senator